

ITIL Takeaway

What is ITIL?

- ITIL stands for Information Technology Infrastructure Library and it is part of the Virginia IT Infrastructure Partnership's Transformation effort.
- ITIL clearly defines roles and responsibilities around IT service management
- ITIL is a framework to establish and manage quality IT processes

What are the benefits of ITIL?

- Provides high availability of business services
- Provides common, defined and measurable processes
- Clearly defines roles and responsibilities around IT Service Management
- Improves IT staff's productivity through training and experience in service management best practices
- Reduces time spent tracking down the source of IT errors
- Reduces time spent implementing emergency changes
- Provides greater insight into changes that have been made and whether changes achieved intended objectives.
- Improves integration of business plans into IT Capacity management
- Improves integration of needs into IT Continuity, Security Management

What are the processes that comprise the ITIL Implementation?

The IT Partnership will introduce the following 10 ITIL processes:

1. Change Management
2. Configuration Management
3. Release Management
4. Incident Management
5. Problem Management
6. Capacity Management
7. Availability Management
8. IT Service Continuity Management
9. Service Level Management
10. Security Management

What are the upcoming project dates?

Phase 1 of ITIL Implementation will include Change, Configuration and Release Management. Key milestones for these processes include:

- Process Roll-Out:
 - ♦ Pilot with IT Infrastructure Partnership employees supporting DOC and DGIF: 8/6
 - ♦ Phase I implementation with all partnership employees supporting agencies, no agency CAB participation: 9/6/2007

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- ◆ Structured Implementation of the Change Advisory Board: 10/1/2007
- ◆ Stage 2 Agency Change Management integration: 1/7/2008

Which agencies will participate in the ITIL User Test?

- VITA
- Department of Corrections
- Department of Game and Inland Fisheries

What impact can agencies and employees expect?

After the processes are deployed, change requests are submitted via Peregrine (HP ServiceCenter) and processed by the IT Infrastructure Partnership Change Management team. These processes will enable a more controlled environment in order to assess potential impact, develop appropriate implementation and test plans, and to obtain Agency approval prior to implementation.

Employees will participate in this process by entering change requests for any additions, removals or changes to the in-scope IT Infrastructure. In addition, impacted employees will on certain occasions, be asked to participate in Change Impact Assessments and on the Change Advisory Board

What kind of ITIL training will be offered?

The ITIL team will offer classroom-based training as well as a CBT on ITIL. Please look for upcoming training notifications from the ITIL team

Where can I find more information about ITIL?

- Email questions to questions@vita.virginia.gov
- Find information on-line: <https://vitaweb.virginia.gov/C2/ITIL/default.aspx>
 - ◆ Please use your DITLAN account to access the site
- Attend ITIL COIN meetings
- Look for IT Partnership communications (e.g. IT Partnership News)

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